

KARUK TRIBE HOUSING AUTHORITY

P.O. Box 1159 • 635 Jacobs Way
Happy Camp, CA 96039
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1836 Apsuun Street
Yreka, CA 96097
Ph: (530) 842-1644 • Fax: (530) 842-1646

Vacancy Announcement (Internal Posting)

Title: Tenant Relations Officer

Reports To: Assistant Director / Operations Manager

Location: Yreka Housing Office

Salary: \$15.00 to \$20.00 per hour, depending on experience

Summary: The Tenant Relations Officer will report directly to the Assistant Director / Operations Manager performing job duties as listed and not limited to other job related duties as assigned by the Executive Director.

Classification: Full Time, Regular, Non Exempt, Non Entry Level

Application Deadline: March 5, 2020 by 5:00 pm

Applications are available at all Tribal Offices or on the Internet at www.karuk.us The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply. If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: www.karuk.us or by contacting the Human Resource Director, Telephone (530) 493-1600 ext. 2041, Fax: (855) 437-7888, Email: vsimmons@karuk.us

POSITION DESCRIPTION

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Responsibilities:

1. Shall process new tenants by verifying application data is correct, and explaining tenant lease and rules and regulations.
2. Shall perform annual, move-in, and move-out inspections.
3. Shall calculate annual and interim rents according to occupancy policy.
4. Shall review lease agreement, obtain required signatures, and ensure that applicant is aware of tenant's responsibilities.
5. Shall work with maintenance to complete inspections and safety items as needed and/or required.
6. Shall process tenant charges for damages or other maintenance charges with maintenance staff input.
7. Shall organize and maintain complete tenant files, documenting all activities and interactions with tenant. Shall maintain tenant balance sheets for all tenants.
8. Shall monitor tenant compliance of the lease agreement, policies, rules and regulations.
9. Shall respond to tenant complaints and concerns, follow-up and research possible criminal activities.
10. Shall utilize collection, delinquency, and grievance procedures.
11. Shall organize and track all Tenant Relations activities and submit written reports to the Board of Commissioners on a monthly basis.
12. Shall attend Board of Commissioners meetings as requested.
13. Shall refer tenant to services as required.
14. Shall provide billing data to the Finance department on a monthly basis.

15. Shall enter data into the HDS system as required.
16. Shall strictly adhere to confidentiality requirements.
17. Shall be available for local and out of the area travel as required for job related training. Shall attend all required meetings and functions as requested.
18. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.

Qualifications:

1. Have the ability to work effectively with Native American people in culturally diverse environments.
2. Have the ability to manage time well and work under stressful conditions with an even temperament.
3. Have the ability to establish and maintain harmonious working relationships with other employees, tenants and the public. Excellent customer service skills are highly desired.
4. Have the ability to understand and follow oral and written instructions.

Requirements:

1. Must possess high school diploma or equivalent.
2. Must possess a two year degree from an accredited college in a related field; progressively responsible work experience in a similar occupation may be substituted for the educational requirement (two years' of experience equals one year education).
3. Must have demonstrated knowledge of eligibility based assistance programs.
4. Must have good verbal and written skills.
5. Must have the ability to type 40-50 words per minute.
6. Must be able to use Microsoft Office.
7. Must have excellent math skills in order to calculate rent amounts and reconcile accounts.
8. Must possess valid driver's license, good driving record, and be insurable by Housing's insurance carrier.
9. Must adhere to confidentiality policy.
10. Must successfully pass a pre-employment drug screening test and criminal background check.

Tribal Preference Policy: In accordance with the TERO Ordinance, Tribal Preference will be observed in hiring.

Veteran's Preference: It shall be the policy of the Karuk Tribe to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

Board Approved: March 15, 2016

Council Approved: March 15, 2016

Chairman's Signature: _____

Employee's Signature: _____